

## ABSTRACT OF THE DISCLOSURE

Resources of a contact center are allocated by electronically monitoring at least one operational parameter of the contact center and performing a comparison between the operational parameter and a threshold value for the operational parameter. An indication  
5 of an action to be taken to affect allocation of resources of the contact center is then developed based on the comparison. This allocation also may be performed using an apparatus having a processing unit coupled with a memory, and instructions that are storable in the memory and executable by the processing unit. The instructions could be for monitoring at least one operational parameter of the contact center, performing a  
10 comparison between the operational parameter and a threshold value for the operational parameter, and developing an indication of an action to be taken to affect allocation of resources of the contact center.